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PUBLIC WEB PHONE SYSTEM

Field of the Invention

This invention relates to the provision of telephone service via the Internet and, in particular, to a system that enables a user who accesses a WEB site on the Internet to initiate a telephone call via a WEB page user interface, from any location and from any personal computer, without the need to have priorly established a billing account for this telephone service and the associated loading of Internet provider specific telephony software on the accessing personal computer.

Problem

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It is a problem in the field of Internet telephony to provide customers with access to the telephone service without the need to have priorly established a billing account for this telephone service and the associated loading of Internet provider specific telephony software on the accessing personal computer. In operation, presently available Internet telephony service comprises loading an Internet telephony software package on a customer's personal computer in conjunction with establishing a billing account for this telephone service. This process executes on the customer's personal computer and enables the customer to access a specified and dedicated Internet telephony WEB site to thereby obtain access to the Internet telephone service. The need to install Internet provider specific telephony software on the customer's personal computer represents an impediment to customers who access the Internet from various computers, since each personal computer used by the customer must be equipped with the Internet provider specific telephony software. In addition, the existing dedicated Internet telephony software operates to the exclusion of other processes and requires the customer to directly access a predetermined Internet telephony WEB site to initiate an Internet telephone call, thereby failing to coordinate with other Internet accesses that the customer may wish to coordinate with the Internet telephony call. Thus, the presently available Internet telephony service represents an inexpensive alternative to standard long distance telephone service, but presents a number of constraints to the customer in order to obtain the benefits of low cost communications services.

Solution

The above described problems are solved and a technical advance achieved by the present public WEB phone system which is implemented as a process that is

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accessible via a WEB page and which executes on the WEB server and/or a backend Internet telephony server accessed by the WEB server. The customer accesses the public WEB phone service via any existing Java Enabled Internet Browser software resident on the customer's personal computer either as an adjunct process thereon, or as a dedicated Internet telephony server. This is accomplished by presenting the public WEB phone service to the customer as an accessible service option on am Internet WEB page, typically in the form of an icon presented thereon. When a customer, who has accessed the Internet WEB page, clicks on the public WEB phone icon, the WEB server executes the resident public WEB phone script (such as a Java Servlet) and presents the customer with the data entry fields to enable the customer to input the telephone number of the desired destination. The WEB server downloads an applet to run on the client machine, then implements the Internet telephony communication connection between the customer and the designated destination, without disturbing the customer's WEB page access. This is accomplished by the WEB server implementing a communication connection to an Internet telephony server/network and forwarding the customer provided data to enable the communication connection to be extended to the designated destination.

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Thus, the customer can access Internet telephony service through any hosting WEB server as the access point, and by using the existing Internet browser software that is resident on any personal computer. The customer's Internet login and password represent the public WEB phone billing data, which are provided by the customer from any personal computer. In addition, the public WEB phone process can be installed on any WEB server and the routing of the Internet telephony calls from the WEB server to the designated destination is implemented as a background process via an Internet telephony server/network, in a manner that is transparent to the customer. Furthermore, the WEB page can present a plurality of public WEB phone icons, with the icons representing either general Internet telephony service access or access to dedicated destinations. Thus, the customer who accesses a particular WEB server that hosts a commercial enterprise can be provided with a plurality of icons representative of a number of destination choices, such as: customer service, sales, product support, manufacturer's service representative. By selecting one of these dedicated destination icons, the customer activates the public WEB

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phone to automatically initiate an Internet telephony call to the identified destination while concurrently maintaining the customer's access to the WEB page. The Internet telephony call that is originated from a WEB server is routed to an Internet telephony host, with the customer's login and password being forwarded as the customer billing data and the WEB server URL being forwarded to provide the Internet telephony host with data regarding the public WEB phone retailer who is assigned credit for the Internet telephony call initiation.

The public WEB phone service can therefore by used to route customer inquiries to predefined destination while the customer concurrently has access to the data provided by the WEB page, or the WEB server can simply resell the public WEB phone service that is provided by an Internet telephony server/network.

Brief Description of the Drawing

Figure 1 illustrates in block diagram form the overall architecture of the present public WEB phone system and a typical environment in which it is operational.

Figure 2 illustrates the exchange of messages among the various elements that comprise the present public WEB phone system;

Figure 3 illustrates a typical display that is produced by a WEB site to enable a user to access the present public WEB phone system; and

Figures 4 and 5 illustrate in flow diagram form the operational steps taken by the present public WEB phone system to provide Internet telephone service to a customer in the instance of a call origination.

Detailed Description

System Architecture of the Public WEB Phone System

Figure 1 illustrates in block diagram form the overall architecture of the present public WEB phone system 140 and a typical Internet telephony network environment in which it is operational. The communications environment illustrated in Figure 1 includes communications networks 101, 102, which comprise a part of the Public Switched Telephone Network (PSTN) that serves a plurality of customer terminal devices 111, 112 (such as personal computers, personal communication devices, and the like) and telephone station sets 121, 122. The operation of such a communications network 101, 102 is well known and is not described in detail herein. In addition, Internet 103 is provided to exchange data communications among a

plurality of servers 131,135 connected thereto. Access to the Internet 103 is provided in well known fashion to customers resident at customer terminal devices 111, 112 via Internet Providers using servers 131, \(\frac{1}{2} \) 2 which interconnect communications networks 101, 102 with Internet 103. Thus, the customer at customer terminal device 111 accesses the Internet by activating the WEB browser process 143 that is resident on terminal device 111 and initiating a modem connection from customer terminal device 111 through communications network 101 to Internet Provider server 131. The Internet Provider server 131 enables the customer to access Internet 103 using the WEB browser process 143 to gain access to the plurality of WEB servers that are interconnected by the Internet 103. As part of the Internet access, the WEB server 131 that the customer contacts typically provides a display to the customer's terminal device 111, which display is termed a WEB page 144 which is downloaded from the Internet Provider server 131 to the customer terminal device 111.

Call Origination in the Public WEB Phone System

Figure 2 illustrates the exchange of messages among the various elements that comprise the present public WEB phone system 140, Figure 3 illustrates a typical display that is produced by a WEB site to enable a user to access the present public WEB phone system 140 and Figures 4 and 5 illustrate in flow diagram form the operational steps taken by the present public WEB phone system 140 to provide Internet telephone service to a customer in the instance of a call origination. The public WEB phone system 140 typically resides on/includes an Internet WEB server, such as WEB server 131, as the host. The customer's WEB browser 143 is the proxy or pseudo-client and enables the customer to talk to the WEB server 131 via a set of communication scripts. These scripts are typically Java Enabled Internet Browser scripts resident on the WEB server 131 which allow the customer to place telephone calls to a destination by using the customer's account name (login) and password via the WEB browser user interface. The WEB page 144 provided by the WEB server 131 to the customer terminal device 111 functions as a password protected user interface for the Internet telephony process.

The customer at step 401 initiates an Internet communication connection by activating the Java Enabled Internet Browser 143 executing on the customer terminal device 111 to initiate a local telephone call via communications network 101 to the

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access number of the customer's Internet service provider. This connection is via the Public Switched Telephone Network (PSTN) and serves to provide the customer with a physical connection from the customer's terminal device 111 to the Internet Service Provider's server 131. The customer at step 402 can access a selected WEB site (WEB server 131 for example) by inputting the URL of the WEB site via the customer's WEB browser that is executing on the customer's terminal device 111 or by selecting am option which is presented by the WEB server 131 to which the customer is connected. The WEB server 131 that is accessed in this manner transmits a WEB page 144 for display on the customer terminal device 111 at step 403. As part of the WEB page, the WEB server 131 can display an icon or WEB page (such as that shown in Figure 3) indicative of the public WEB phone service.

The customer can access the public WEB phone service by simply clicking on the displayed icon at step 404 or by activating the selected feature displayed on the WEB page of Figure 3, which actions transmit a "download()" message to the WEB phone system 140. The icon can be representative of the generic public WEB phone service where the customer can initiate an Internet telephone call to a designated destination, or the icon can represent a predefined telephone number that automatically executes a script upon selection to initiate an Internet telephone call to the designated destination. In the first instance, the WEB server 131 at step 405 provides the customer with a display by downloading a WebPhone applet 141 to the customer terminal device 111 that executes the customer terminal device portion of the WebPhone service and enables the customer to input a telephone number indicative of the desired destination at step 406.) At step 407, the keystrokes input by the customer are used by the public WEB phone system 140 to initiate an Internet telephony connection by forwarding the received data ("create" in Figure 2) to an Internet telephony Receiver Proxy Servlet 142, along with the customer's login and password identity. In the case of a predetermined destination being represented by the selected icon, the step of customer input of a telephone number is bypassed, since the WEB server 131 already has the destination telephone number data.

The WEB server 131 includes its URL to enable the Receiver Proxy Servlet 142 to credit the WEB server 131 with being the source of the Internet telephony call. The Receiver Proxy Servlet 142 at step 408 uses the received data to establish a

communication session with the Internet telephony server 135 located proximate to the destination terminal device 112 or telephone station set 122. The Internet telephony server 135 completes the Internet telephone call connection at step 409 by extending the call connection ("ring()" of Figure 2) to telephone station set (for example) 122 via the communications network 102. When the called telephone station set 122 answers the call, an "answer()" message is propagated back through the message path illustrated in Figure 2 and the customer at customer terminal device 111 is connected to the called party ("Receiver") located at telephone station set 122 to enable the two parties to communicate in a telephone communication session via the Internet 103 and the communications network 101, 102. The public WEB phone system 140 chronicles each Internet telephone call, including the source WEB page, call duration, call destination and this data is used to update a billing database 145 at step 410 at the conclusion of the call connection. The billing can be via preestablished customer account, credit card, associated telephone number, associated Internet user identification, and the like.

This system architecture is Fat Host/Thin Client in that the public WEB phone software allows the customer to remotely operate the WEB phone system 140 with the WEB page provided by the WEB server 132 functioning as the user interface. As a speed enhancement in this process, when the customer browses to the WEB site 131, the WEB page is downloaded to the customer's terminal device 111 and cached for future speed enhancement without direction from the customer. Thus, any terminal device, such as a personal computer, with a multimedia package that includes a microphone and speakers, can function as a telephone without the user having to download any software.

25 **Summary**

The public WEB phone system provides the following benefits:

1. The Public WEB phone system gives portal access to an Internet telephony network from anywhere on the Internet, thereby allowing customers to place calls over the Internet from any location, using any personal computer. In addition, new customers can create their own accounts dynamically without the need for complex subscription processes, since the Internet telephony call can be billed back to the customer through the Internet Service provider.

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- 2. WEB page owners, Internet Service Providers and other portal sites can resell Internet telephony services without having the equipment to implement the process. The WEB site URL is transmitted to the Internet telephony server to identify the source of the telephone call, thereby simplifying the billing process.
- 3. The transmitted URLs can be correlated to identify the calling patterns of individual customers, thereby creating a customer profile.
- 4. Customers can continue to browse on the Internet while using public WEB phone.

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What is Claimed:

A system for enabling a customer to initiate an Internet telephone call from any customer terminal device while connected to an Internet WEB site which displays a WEB page on the customer's terminal device, comprising:

means for displaying image data indicative of the presence of an Internet telephony service on said WEB page; and

means, responsive to a customer selecting said Internet telephony service by responding to said image data, for executing an Internet telephony service process on said Internet WEB site for any customer terminal device.

2. The Internet telephone service system of claim 1 wherein said means for executing comprises:

means, downloaded to said customer terminal device, for processing a WEB phone script independent of an identity of said customer terminal device.

3. The Internet telephone service system of claim 2 wherein said means for executing further comprises:

means, responsive to data received from said customer terminal device pursuant to processing said WEB phone script and indicative of an identity of a destination telephone station set, for extending a communication connection from said Internet WEB site to an Internet telephony server.

4. The Internet telephone service system of claim 3 wherein said means for executing further comprises:

means, responsive to said Internet telephony server extending said communication connection to said destination telephone station set, for monitoring a duration of said communication connection for billing purposes.

5. A method for enabling a customer to initiate an Internet telephone call from any customer terminal device while connected to an Internet WEB site which displays a WEB page on the customer's terminal device, comprising the steps of:

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displaying image data indicative of the presence of an Internet telephony service on said WEB page; and

executing, in response to a customer selecting said Internet telephony service by responding to said image data, an Internet telephony service process on said Internet WEB site for any customer terminal device.

6. The method of providing Internet telephone service system of claim 5 wherein said step of executing comprises:

downloading a WEB phone script to said customer terminal device; and processing said WEB phone script independent of an identity of said customer terminal device.

7. The method of providing Internet telephone service system of claim 6 wherein said step of executing further comprises:

extending, in response to data received from said customer terminal device pursuant to processing said WEB phone script and indicative of an identity of a destination telephone station set, a communication connection from said Internet WEB site to an Internet telephony server.

8. The method of operating Internet telephone service system of claim 7 wherein said step of executing further comprises:

monitoring, in response to said Internet telephony server extending said communication connection to said destination telephone station set, a duration of said communication connection for billing purposes.

A system for enabling a customer to initiate an Internet telephone call from any customer terminal device while connected to an Internet WEB site which displays a WEB page on the customer's terminal device, comprising:

means for displaying image data indicative of the presence of an Internet telephony service on said WEB page;

means, responsive to a customer selecting said Internet telephony service by responding to said image data, for downloading a WEB phone script to said customer

terminal device; and

means for processing said WEB phone script independent of an identity of said 10 customer terminal device.

- The Internet telephone service system of claim 9 further comprising: means, responsive to data received from said customer terminal device pursuant to processing said WEB phone script and indicative of an identity of a destination telephone station set, for extending a communication connection from said Internet WEB site to an Internet telephony server.
- 11. The Internet telephone service system of claim 10 further comprising: means, responsive to said Internet telephony server extending said communication connection to said destination telephone station set, for monitoring a duration of said communication connection for billing purposes.



PUBLIC WEB PHONE SYSTEM

Abstract

The public WEB phone system is implemented as a process that is accessible via a WEB page and which executes on the WEB server and/or a backend Internet telephony server accessed by the WEB server. The customer accesses the public WEB phone service via any existing Java Enabled Internet Browser software resident on the customer's personal computer either as an adjunct process thereon, or as a dedicated Internet telephony server. This is accomplished by presenting the public WEB phone service to the customer as an accessible service option on am Internet WEB page, typically in the form of an icon presented thereon. When a customer, who has accessed the Internet WEB page, clicks on the public WEB phone icon, the WEB server executes the resident public WEB phone script (such as a Java Servlet) and presents the customer with the data entry fields to enable the customer to input the telephone number of the desired destination. The WEB server downloads an applet to run on the client machine, then implements the Internet telephony communication connection between the customer and the designated destination, without disturbing the customer's WEB page access. This is accomplished by the WEB server implementing a communication connection to an Internet telephony server/network and forwarding the customer provided data to enable the communication connection to be extended to the designated destination.

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MDMARKET INTERNET

Practitioner's Docket No. 6173/001

PATENT

COMBINED DECLARATION AND POWER OF ATTORNEY

(ORIGINAL, DESIGN, NATIONAL STAGE OF PCT, SUPPLEMENTAL, DIVISIONAL, CONTINUATION, OR C.I.P.)

As a below named inventor, I hereby declare that:

TYPE OF DECLARATION

This declaration is for an original application.

INVENTORSHIP IDENTIFICATION

My residence, post office address and citizenship are as stated below, next to my name. I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter that is claimed, and for which a patent is sought on the invention entitled:

TITLE OF INVENTION

PUBLICWEBPHONE SYSTEM

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SPECIFICATION IDENTIFICATION

The specification is attached hereto.

ACKNOWLEDGMENT OF REVIEW OF PAPERS AND DUTY OF CANDOR

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information, which is material to patentability as defined in 37, Code of Federal Regulations, § 1.56, and which is material to the examination of this application, namely, information where there is a substantial likelihood that a reasonable Examiner would consider it important

in deciding whether to allow the application to issue as a patent.

(Declaration and Power of Attorney page 1 of 3)

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POWER OF ATTORNEY

I hereby appoint the following practitioner(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

James M. Graziano	Registration Number 28,300
Carl A. Forest	Registration Number 28,494
Curtis A. Vock	Registration Number 38,356
Dan Cleveland, Jr.	Registration Number 36,106
Dorald M. Duft	Registration Number 17,484
Kirk D. Williams	Registration Number 42,229
Michael J. Setter	Registration Number 37,936
Thomas Swenson	Registration Number 36,696
William P. Wilbar	Registration Number 43,265
Steven W. Weinrieb	Registration Number 26,520

I hereby appoint the practitioner(s) associated with the Customer Number provided below to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

SEND CORRESPONDENCE TO

DIRECT TELEPHONE CALLS TO:

James M. Graziano (303) 449-9497

James M. Graziano Duft, Graziano & Forest, P.C 1790 - 30th Street, Suite 140 Boulder, CO 80301-1018

DECLARATION

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

SIGNATURE(S)

Jeffrey Dou

Country of Citizenship United States of America

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12617 Wolfsville Road Smithsburg, MD 21783 Post Office Address

and Power of Attorney page 3 of 3)

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Greenberg, Jeffrey Douglas

Practitioner's Docket No. 6173/901

Application No.: Filed on:

Not Yet Assigned Herewith

Title:

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PUBLICWEBPHONE SYSTEM

STATEMENT CLAIMING SMALL ENTITY STATUS (37 CFR 1.9(f) and 1.27(b) INDEPENDENT INVENTOR

As a below named inventor, I hereby state that I qualify as an independent inventor, as defined in 37 CFR 1.9(c), for purposes of paying reduced fees to the United States Patent and Trademark Office under Sections 41(a) and (b) of Title 35, United States Code, to the Patent and Trademark Office, with regard to the invention described in the specification filed herewith, with title as listed above.

I have not assigned, granted, conveyed or licensed, and am under no obligation under contract or law to assign, grant, convey or license, any rights in the invention to any person who would not qualify that would not qualify that would not qualify as a small business concern under 37 CFR 1.9(c), or a nonprofit organization under 37 CFR 1.9(e).

No person, concern or organization exists to which I have assigned, granted, conveyed, or licensed or am under an obligation under contract or law to assign, grant, convey, or license any rights in the invention.

I acknowledge the duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of appropriate. (37 CFR 1.28(b))

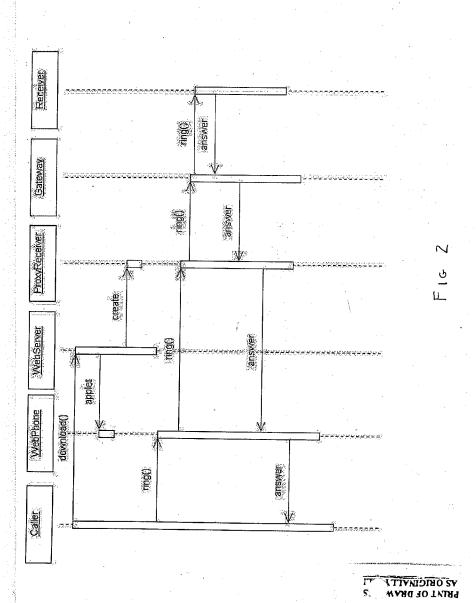
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or statements, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application, any patent issuing thereon, or any patent to which this verified statement is directed.

Jeffrey Douglas Greenberg

Signature of Inventor

Date 3/18/99

(Small Emity Independent Inventor page 1 of 1)



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Fig3

Company Profile | Affiliate Signup | Diagnostic Check PUBLIC WebPhone ह्य Local intranet zone Fax | Speed Dial | Record | Conference | Mute Set Volume | Redial | Customer Service | Hold Copyright 1999 Public WebPhone 医骨髓性多数甲酚甲甲 ②・↑・

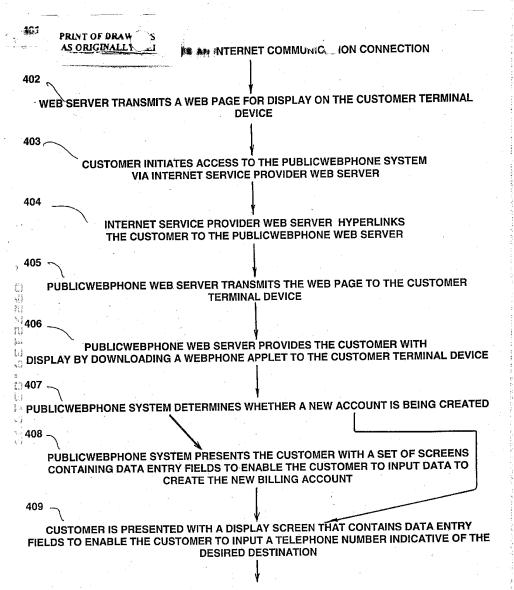


Figure 4

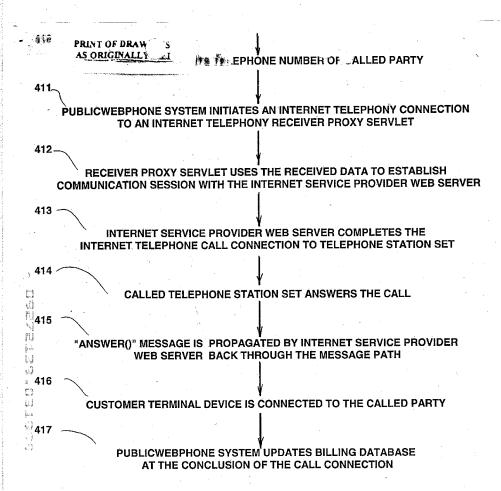


FIGURE 5



Practitioner's Docket No. 6173/001

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Box Patent Application Assistant Commissioner for Patents Washington, D.C. 20231

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of

Jeffrey Douglas Greenberg Inventor(s):

PUBLIC WEB PHONE SYSTEM For (title):

1. Type of Application

This transmittal is for an original (nonprovisional) application.

Papers Enclosed

Required for filing date under 37 C.F.R. 1.53(b) (Regular) or Application

CERTIFICATION UNDER 37 C.F.R. 1.10*

(Express Mail label number is mandatory.) (Express Mail certification is optional.)

I hereby certify that this correspondence and the documents referred to as attached therein are being deposited with the United States Postal Service on this date 19 MANCH 1939, in an envelope as Express Mail Post Office to Addressee, mailing Label Number EL221164478US, addressed to the: Box: Patent Application, Assistant Commissioner for Patents, Washington, D.C. 20231.

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WARNING:

Certificate of mailing (first class) or facsimile transmission procedures of 37 C.F.R. 1.8 cannot be used to obtain a date of mailing or transmission for this correspondence.

*WARNING:

Each paper or fee filed by Express Mail must have the number of the Express Mail mailing label placed thereon prior to mailing. 37 C.F.R. 1.10(b).

Since the filing of correspondence under § 1.10 without the Express Mail mailing label thereon is an oversight that can be avoided by the exercise of reasonable care, requests for waiver of this requirement will not be granted on petition. Notice of Oct. 24, 1996, 60 Fed. Reg. 56,439, at 56,442.

(Application Transmittal page 1 of 4)

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11 Page(s) of Specification
3 Page(s) of Claims
5 Sheet(s) of Drawing(s)Informal
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B. Other Papers Enclosed

3 Page(s) of declaration and power of attorney 1 Page(s) of abstract

3. Declaration or Oath

Enclosed

Executed by: Inventor.

4. Inventorship Statement

The inventorship for all the claims in this application is the same.

5. Language

English

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6. Fee Calculation (37 C.F.R. 1.16)

Regular Application

CLAIMS AS FILED					
Claims	Number Filed	Basic Fee Allowance	Number Extra	Rate	Basic Fee 37 CFR 1.16(a) \$760.00
Total Claims		•		· · · · · · · · · · · · · · · · · · ·	
(37 CFR 1.16(c))	11	- 20 =	0 x	\$18.00	\$0.00
Independent Clair	ns				
(37 CFR 1.16(b))	3	- 3 =	0 x	\$78.00	\$0.00
Multiple Depende Claim(s), if any	ent ·	1	+	\$260.00	\$0.00
(37 CFR 1.16(d))			·	4	

Filing Fee Calculation

\$760.00

7. Small Entity Statement(s)

Statement that this is a filing by a small entity under 37 CFR 1.9 and 1.27 is attached.

Filing Fee Calculation (50% of above)

\$380.00

8. Fee Payment Being Made at This Time

Enclosed

Filing Fee

\$380.00

Total Fees Enclosed

\$380.00

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9. Method of Payment of Fees

Check in the amount of \$380.00 is attached.

10. **Authorization to Charge Additional Fees**

The Commissioner is hereby authorized to charge the following additional fees by this paper and during the entire pendency of this application to Account No. 04-1697.

37 C.F.R. 1.16(a), (f) or (g) (filing fees)

37 C.F.R. 1.16(b), (c) or (d) (presentation of extra claims)

 $37~\mathrm{C.F.R.}~1.16$ (e) (surcharge for filing the basic filing fee and/or declaration on a date later than the filing date of the application)

37 C.F.R. 1.17(a)(1)-(5) (extension fees pursuant to § 1.136(a))

37 C.F.R. 1.17 (application processing fees)

11. Instructions as to Overpayment

Credit Account No. 04-1697.

Reg. No. 28,300

Tel. No.: (303) 449-9497

SIGNATURE OF PRACTITIONER

James M. Graziano Duft, Graziano & Forest, P.C 1790 - 30th Street, Suite 140 Boulder, CO 80301-1018